

Aircall Guide

Troubleshooting — Common Aircall Issues

Caller Names Not Displaying (Shows Number Only)

Symptom: Incoming calls show only the phone number instead of the client name, even for known contacts.

Possible Causes:

1. **Aircall-GHL sync issue** — Contact sync between Aircall and GoHighLevel may have broken or paused
2. **Browser cache** — Stale data in your Aircall web app
3. **Aircall app needs update** — Desktop or mobile app is outdated

What to Do:

1. **Refresh your Aircall app** — Close and reopen the Aircall desktop app or refresh the browser tab
2. **Check if it affects everyone** — Ask in `#improvement-requests` if others have the same issue
3. **If only you:** Clear browser cache or reinstall the Aircall desktop app
4. **If team-wide:** Tag `@Sam` or your team lead in `#improvement-requests` — this likely requires an admin-level fix (re-syncing the GHL-Aircall integration)

“ **Do NOT spend time manually looking up names.** If this issue persists for more than 1 hour, escalate immediately. Speed matters on calls.

Blocking Unwanted or Spam Numbers

When to block: Automated debt collector calls, spam/robocalls, or any number disrupting operations (e.g., calls coming through the wrong line like Spanish line).

How to Block a Number in Aircall:

1. Go to the **Aircall Dashboard** (admin access required — ask Sam)
2. Navigate to **Numbers** → select the affected phone line
3. Go to **Settings** → **Blocked Numbers**
4. Add the phone number you want to block
5. Confirm the block

If you do NOT have admin access:

- Post in `#improvement-requests` with:
 - The number to block
 - Which Aircall line it is calling
 - Why it should be blocked (spam, debt collector, wrong line, etc.)
- Tag `@Sam` for immediate action

Incoming DND (Do Not Disturb):

- Jethro has directed that incoming DND should be enabled where needed
- This prevents certain numbers/times from ringing through
- Admin-only setting — request via `#improvement-requests`

“ **Note:** Never block a client number without verifying first. Only block confirmed spam/automated/debt-collector numbers.

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